

From: Doll, Laura  
Sent: 5/16/2014 9:51:16 AM  
To: Ramos, Irma L. (irma.ramos@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Re: ISO 55001 and PAS 55 Certification for Gas Ops

Yikes – I didn't send it out!

Thanks Irma.

**From:** Ramos, Irma L. [mailto:irma.ramos@cpuc.ca.gov]  
**Sent:** Friday, May 16, 2014 9:49 AM  
**To:** Doll, Laura  
**Subject:** RE: ISO 55001 and PAS 55 Certification for Gas Ops  
**Importance:** High

Hi Laura,

I'm doing a follow up on the meeting for May 28<sup>th</sup> and I don't see your Outlook invite. I want to make sure it gets on Denise's calendar before other appointments come through.

Thank you.

**Irma L. Ramos**

**Executive Secretary**

**Safety and Enforcement Division**

**Administration Branch**

**California Public Utilities Commission**

**(415) 703-1736**

**Fax (415) 703-2143**

**From:** Doll, Laura [<mailto:LRDD@pge.com>]  
**Sent:** Wednesday, May 14, 2014 11:43 PM  
**To:** Ramos, Irma L.  
**Subject:** Re: ISO 55001 and PAS 55 Certification for Gas Ops

3 should do it, and 2 of us won't be there the whole time.

Thanks -- you are great!

**From:** Ramos, Irma L. [<mailto:irma.ramos@cpuc.ca.gov>]  
**Sent:** Wednesday, May 14, 2014 11:37 PM Pacific Standard Time  
**To:** Doll, Laura  
**Subject:** RE: ISO 55001 and PAS 55 Certification for Gas Ops

Hi Laura,

Depending on the number of attendees, I may reserve a conference room. Please let me know how many attendees to expect outside CPUC.

Thank you,

**Irma L. Ramos**  
**Executive Secretary**  
**Admin Branch**

**Safety and Enforcement Division**  
**California Public Utilities Commission**  
**(415) 703-1736**

**From:** Doll, Laura [<mailto:LRDD@pge.com>]  
**Sent:** Wednesday, May 14, 2014 10:59 PM  
**To:** Ramos, Irma L.  
**Subject:** Re: ISO 55001 and PAS 55 Certification for Gas Ops

You work waaay too long Irma!  
But thanks!

Let's go with 11:00 on Wednesday the 28th. Is Denise's office ok?  
I assume Denise may want to include others, like Liza, Ken and Michael?

I'll leave that to you. If she would prefer a private meeting that's just fine too.

I'll send an outlook invitation tomorrow.

Thanks again!  
Laura

**From:** Ramos, Irma L. [<mailto:irma.ramos@cpuc.ca.gov>]  
**Sent:** Wednesday, May 14, 2014 10:54 PM Pacific Standard Time  
**To:** Doll, Laura  
**Cc:** Tyrrell, Denise <[denise.tyrrell@cpuc.ca.gov](mailto:denise.tyrrell@cpuc.ca.gov)>  
**Subject:** RE: ISO 55001 and PAS 55 Certification for Gas Ops

Hi Laura,

Denise's calendar is wide open May 28<sup>th</sup> and 29<sup>th</sup>, busy on the 30<sup>th</sup>.

Thank you,

**Irma L. Ramos**  
**Executive Secretary**  
**Admin Branch**  
**Safety and Enforcement Division**  
**California Public Utilities Commission**  
**(415) 703-1736**

**From:** Doll, Laura [<mailto:LRDD@pge.com>]  
**Sent:** Wednesday, May 14, 2014 10:03 PM  
**To:** Tyrrell, Denise  
**Cc:** Ramos, Irma L.  
**Subject:** Re: ISO 55001 and PAS 55 Certification for Gas Ops

Denise -- Great! Irma, just let me know when there's time May 28, 29, or the morning of the 30th.

Thanks  
Laura

**From:** Tyrrell, Denise [<mailto:denise.tyrrell@cpuc.ca.gov>]  
**Sent:** Wednesday, May 14, 2014 08:10 PM Pacific Standard Time  
**To:** Doll, Laura  
**Cc:** Ramos, Irma L. <[irma.ramos@cpuc.ca.gov](mailto:irma.ramos@cpuc.ca.gov)>  
**Subject:** RE: ISO 55001 and PAS 55 Certification for Gas Ops

I would love to meet him. Irma can set up an appointment for me.

Thank you.

Denise

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: "Doll, Laura"

Date: 05/14/2014 7:49 PM (GMT-08:00)

To: "Bruno, Kenneth" , "Malashenko, Elizaveta I." , "Colvin, Michael" , "Tyrrell, Denise"

Subject: ISO 55001 and PAS 55 Certification for Gas Ops

Denise, Ken, Liza and Michael –

As most of you have heard over the past eighteen months, we've been working hard to qualify for PAS 55 and ISO 55001 certification. We just got it, and Nick's announcement to employees is below.

This is really big news for the gas team (and PG&E), and a huge step along the way to best in class asset and risk management.

The lead person from Lloyd's Register, Peter Glaholm, will be here May 28-30 and can be available to meet with you to discuss

the certification process (without us in the room) and provide his candid observations about our progress and continuing challenges. Glaholm is Lloyd's Head of Utilities for Europe, the

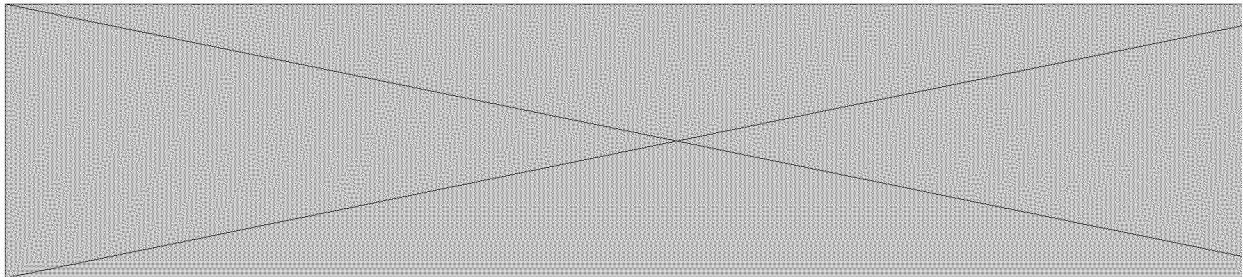
Middle East, and Africa (based in the UK) and he is their lead assessor and technical authority for PAS 55 and ISO 55001.

I know the timing is difficult during a holiday week, but I wanted to see if you could be available any time Wednesday, Thursday or Friday morning that week to talk with Peter Glaholm.

We will also see if any Commission offices will be available. But it may be especially important for you all to have the opportunity if there's any way your schedules will permit it.

Let me know. Thanks

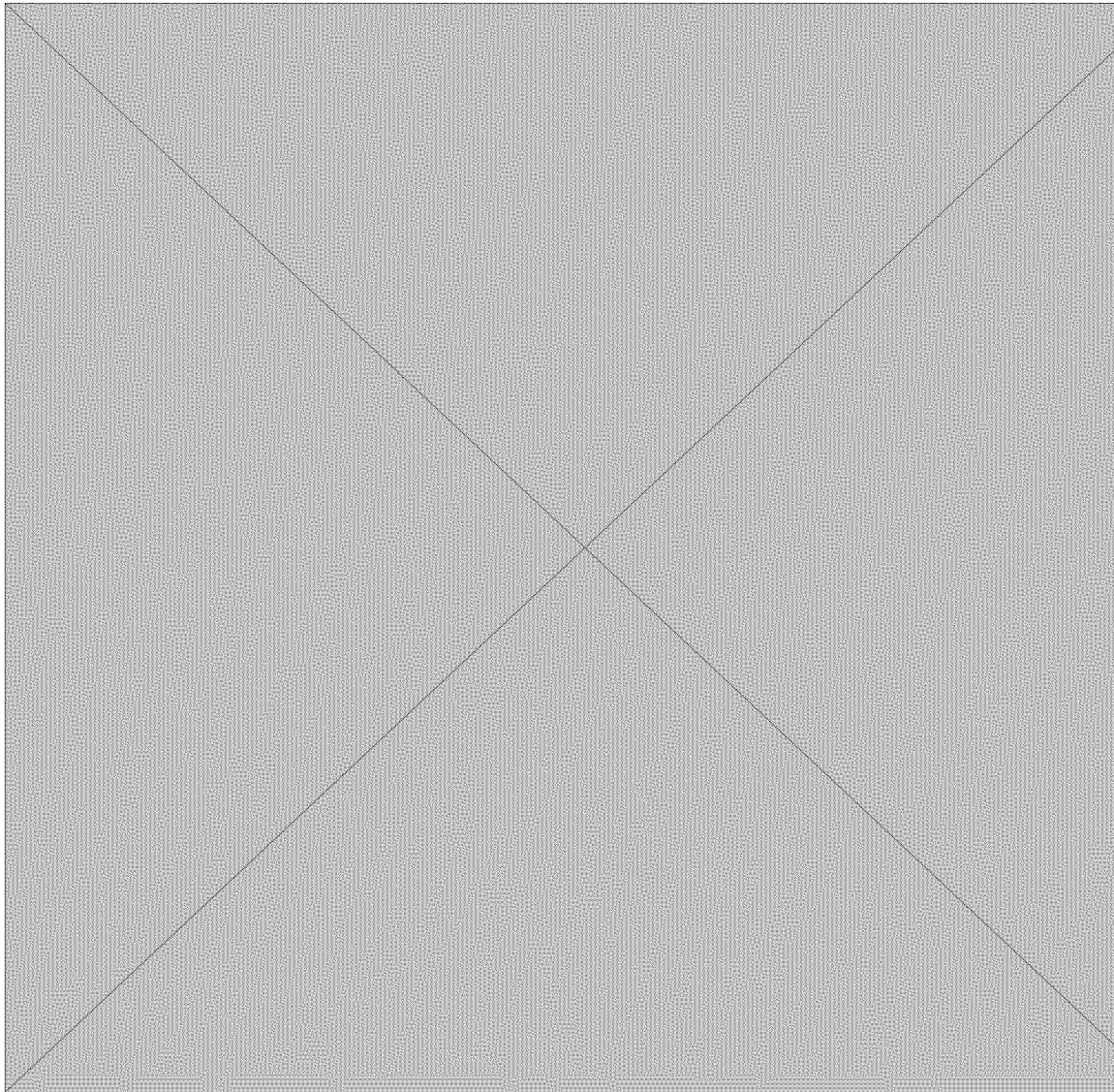
Laura



Team:

Behind every great achievement stands a great team. Today I am pleased to share we have achieved a huge milestone in our Gas Safety Excellence journey. Lloyds Register, an independent auditing firm, has recognized PG&E's Gas Operations with two international certifications for our best-in-class operational standards for asset management. PG&E is one of the first utilities in the world to hold both ISO 55001 certification and PAS 55-1 certification. This is a big deal and I am so proud to share this honor with you. No matter what role you have or which team you're on, you have been a part of this effort of earning international certification.

Four-time Olympic gold medalist Jesse Owens famously said, “We all have dreams. But in order to make dreams come into reality, it takes an awful lot of determination, dedication, self-discipline, and effort.”



these two certifications is an acknowledgement of PG&E’s best-in-class safety management system. It means that our employees apply the highest level of rigor in managing our physical assets, like our transmission and distribution pipelines, gas storage facilities, regulator stations and meters. Lloyd’s Register reviewed more than 20 critical areas of asset management, including our processes for safety, information management, emergency response protocols and, most important, the way we manage risk.

These certifications show we are on the right track, but it doesn't mean we are perfect. It tells us that we know what we need to do in order to fix problems when they occur and that we have the right people working on solutions.

Since the tragic San Bruno accident, each and every employee here at PG&E has been a part of building a new safety culture and transforming the way we do our work. Our singular commitment to safe, reliable operations at PG&E has been driving unprecedented changes throughout our company and the industry. We are seeing results every day in the communities we serve.

And to you, our nearly 5,000 men and women in Gas Operations who have clocked tireless hours and accepted each challenge as an opportunity to improve, you are moving us closer to our goal of becoming the safest, most reliable gas company in the country. Today's accomplishment is further proof of our progress. I couldn't be more proud of this team.

As we take a moment to celebrate this significant success, it is also important to understand that we haven't reached the finish line. We've done a great deal, but we still have more to do. Like an Olympic gold medal runner, soon after victory, we get back to conditioning for the next race.

Because of you, we are making tremendous strides. Thank you for your dedication and hard work.

Be safe,

Nick



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